

WASHINGTON STATE FIRST STEPS NEWS

A newsletter for Maternity Support Services and Infant Case Management Providers



Issue 5
September 2006

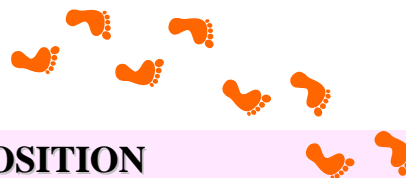
FIRST STEPS PROVIDER ADVISORY GROUP

Submitted by Cynthia Huskey, Nutrition Consultant, DOH

The first Provider Advisory Group (PAG) meeting took place on July 17, 2006, at the DOH Kent office. The goal of this first meeting was to update members on what the state has been working on this last year and to set the stage for the coming year. The PAG role is to provide the state with advice on issues that will improve the program. Future PAG meetings will take place quarterly (Oct, Jan, April, July) and will be announced in a future newsletter. All First Steps providers can find the July 17, 2006, PAG meeting minutes posted on the First Steps website. If you have any questions regarding this group or the meeting minutes, please feel free to contact Cynthia Huskey at cynthia.huskey@doh.wa.gov or Beth Siemon at beth.siemon@doh.wa.gov.

In this Issue:

- FS Provider Advisory Group
- State MSS Coord. Accepts New Position
- ICM Questions & Answers
- Calling for Client Satisfaction Surveys
- 2006 Perinatal Indicators Report
- First Steps Child Care
- Documentation for Citizenship
- Introducing WithinReach
- DSHS Programs Available for Undocumented Individuals
- The Department of Early Learning
- Online Resources
- Interagency Model of Care



STATE MSS COORDINATOR ACCEPTS NEW POSITION

Submitted by Kathy Chapman, Maternal and Infant Health Manager, DOH

Simone Javaher, who was the Department of Health's Maternity Support Services Coordinator for the past year and a half has accepted a position with the Medical Program Management Unit in the Health and Recovery Services Administration in DSHS. Simone started her new job in late July.

During her time with the First Steps program, Simone's leadership helped the program develop efficient approaches for the complex interagency management systems. Simone focused on the program's roots in legislation and federal and state regulation, resulting in consistent language and content in everything from legislation to WAC to the assurances to the First Steps manual.

Over the next several months, you will be seeing the fruits of her efforts as we publish the First Steps manual and introduce our new monitoring process. Thank you, Simone! All of us on the State First Steps team wish you the best!



INFANT CASE MANAGEMENT QUESTIONS AND ANSWERS

Submitted by Maureen (Mo) Lally, First Steps Infant Program Manager, DSHS

Q: What forms need to be in the client (infant) chart?

Infant's Chart:

A:

- Client Contact Log/Service Tracking
- Client Registration information
- ICM Client Visit Records-Infant
- ICM Intake (DSHS 13-658 rev. 6/04)
- ICM New Client Screening-Infant (if mother not previously enrolled in MSS)
- ICM Outcome and Discharge Summary-Infant
- Photocopy of Freedom of Choice/Consent for Care signed by parent (from MSS period) or original Freedom of Choice/Consent for Care signed by parent new to ICM*
- Plan for Care-Infant

***Note:** If the Freedom of Choice and Consent for Care forms used in MSS have a statement about wanting ICM service (if eligible) on the same form, those forms, signed by the parent, can be photocopied and placed in the client (infant) chart.

Mother's Chart:

- ICM Client Visit Records-Parent
- ICM Outcome and Discharge Summary-Parent
- ICM Transition Questionnaire (for parent who already received MSS) or ICM New Client Screening - Parent form if newly enrolled in ICM
- Plan for Care-Parent
- Release of Client Information

Provider Comment: The ICM Intake form (DSHS 13-658) needs to have another check box with the text "Client Not Eligible"

A: That suggestion was recently approved by the Rules and Publications unit at DSHS. The revised form will soon be available on the First Steps website <http://fortress.wa.gov/dshs/maa/firststeps>. Click on Clarification Corner, scroll down left side of page and click on ICM Intake form. That link will take you to the DSHS forms website. Scroll down the form list until you find # 13-658. You have the option to open the document either in Shana or PDF format.

CALLING FOR CLIENT SATISFACTION SURVEYS

Does your agency have a good evaluation tool that measures client satisfaction? The First Steps team receives requests from time to time for sample surveys. If you have an evaluation you're particularly proud of, please send an electronic copy to Maureen Lally at lallyma@dshs.wa.gov. Hardcopies are also welcome. Mo will publish sample surveys in the November issue of First Steps News, so please send your surveys no later than Monday, October 2nd. Thank you.





2006 PERINATAL INDICATORS REPORT

Submitted by Cathy Wasserman, PhD, Epidemiologist, DOH

In June, the Washington State Department of Health released the third annual Perinatal Indicators Report. The report includes statewide trend data on live births, pregnancy rates, cesarean deliveries, maternal morbidity and mortality, low birth weight, infant mortality, initiation of prenatal care, Medicaid expenditures, unintended pregnancy, smoking during pregnancy, health-related behaviors, and provider screening practices. It documents the increase in Medicaid-funded deliveries since First Steps began, and shows that 45.9% of the 80,443 deliveries in 2004 were Medicaid-funded.

Other highlights include decreasing trends in the teen birth and pregnancy rates, in smoking during pregnancy, and in SIDS rates. While Medicaid clients have seen improvements over time in smoking rates and infant mortality, Medicaid clients continue to have higher rates than women who did not receive Medicaid. Other areas of concern include continuing race/ethnic disparities in infant mortality and low birth weight, the high percentage (47%) of women who are overweight or obese prior to pregnancy, and the recent increase in the rates of women with late or no prenatal care. The full report can be found at http://www.doh.wa.gov/cfh/mch/documents/Key_Indicators_Perinatal_Health_2006.pdf.

Staff in the Office of Maternal and Child Health at DOH and the First Steps Database at the Department of Social and Health Services collaborated to produce the report.

FIRST STEPS CHILDCARE:

Linking Mom, newborn(s) and healthcare for positive birth and infant outcomes.

Submitted by Cathy Hewins, First Steps Child Care Program Manager



DID YOU KNOW?

Several changes have occurred in our state that may impact the First Steps childcare program. These are:

- The Governor's directive on implementing, monitoring, and accountability of state programs to ensure efficiency in spending and services;
- Establishment of the Department of Early Learning; and
- House Bill 2353 that calls for the unionization of all childcare workers

To prepare for the impact these potential changes may have on First Steps Childcare, we need to make sure that we are adhering closely to program guidelines and serving those in the greatest need. We will be working throughout the next several months to align First Steps Childcare to meet these challenges.

To help us prepare for the changes ahead, we ask that you refer frequently to the website to keep informed, and review the existing billing instructions to make sure that we are serving clients that fall within the program guidelines and rules. The billing instructions are available at:

http://fortress.wa.gov/dshs/maa/download/cpt_agreement.htm . Click on billing instructions at top of the page, and then the letter "F" for First Steps Childcare. You can also access the First Steps Childcare billing instructions by going to the First Steps website <http://fortress.wa.gov/dshs/maa/firststeps>, click on Clarification Corner, then scroll down left side column and click on Childcare.

CLARIFICATION INFORMATION

- First Steps Childcare reimburses for childcare services from pregnancy through two months postpartum for mother or baby's medical needs.

(Continued on page 4)



(Continued from page 3)

- **Background Check Process:** Reminders for the form: the client's agency worker must complete the top section; and the client's name goes in Box #5. Please fax this form to the Background Check Central Unit (BCCU) @ 360-902-0292 for processing. BCCU will fax the result to your office. This result must then be forwarded to First Steps Childcare along with the billings for reimbursement.
- **Bedrest/NICU Requests:** Watch for the November issue of First Steps News for further information.

We appreciate your patience and assistance as necessary changes are made to ensure continuity of this important service.



DOCUMENTATION FOR CITIZENSHIP

Submitted by Jim Stevenson, Communications Director, Health and Recovery Services Administration/DSHS

THE BACKGROUND

The federal Deficit Reduction Act of 2005 included new requirements for documentation and verification of citizenship for Medicaid clients. Washington and most other states previously accepted clients' sworn statements of citizenship under penalty of perjury.

DOCUMENTATION OF CITIZENSHIP

1. Washington State is complying with the law.

Beginning Monday, July 3, new applicants for Medicaid are being asked to document their citizenship by signing a declaration that provides information about where those documents can be located. This information is required before they can be covered by Medicaid.

2. No existing Medicaid clients are being kicked off the program.

Existing clients will be asked for verifying documents when their eligibility is next reviewed – every six months for adults and every year for children. Those clients will be given a reasonable period of time to produce documents or provide DSHS with information about where those documents can be found.

3. Legal procedures are being spelled out in the absence of federal regulations.

DSHS will file an emergency WAC to comply with the federal law.

4. The state is organizing the huge additional workload required under the law.

Each month, DSHS receives about 75,000 new Medicaid applications and verifies the eligibility of approximately 1/12th of its 860,000 Medicaid clients. A special unit is immediately being put together in DSHS to handle verification of documents and to obtain documents from other governmental entities. Over the next three months, DSHS will bring this unit up to additional strength with new hires as soon as possible under current funding. Legislators will be able to review the ongoing cost of verification when the Legislature reconvenes in January 2007.

OTHER FACTORS:

STATE RESOURCES: DSHS will use existing resources wherever possible to verify citizenship, i.e., any Washington State birth paid for by Medicaid is verification of citizenship. Medicare and SSI recipients have already documented citizenship and are exempt from the process. New guidance issued by the federal government on July 6th exempted all Medicare clients and many people with disabilities from the documentation requirement.

PATIENCE ADVISED: The application process may take a little longer than before, so applicants are being asked to be patient.

STATE TO BEAR COST: If applicants do not have citizenship documents, Washington State will bear the expense of obtaining the documents.

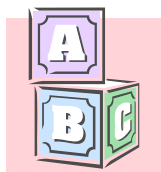
(Continued on page 5)



(Continued from page 4)

OTHER STATES: All 50 states are wrestling with the correct approach to the new federal law, especially in the absence of firm federal rules about how to implement the law. Basically, however, all states are taking the same steps:

- 1) Applicants and clients are being informed of the new requirements immediately.
- 2) Medicaid programs have had to devise their own verification procedures for citizenship because the federal government was slow to issue the normal federal regulations about how the law should be implemented. New guidance issued July 6th will help resolve some of these issues.
- 3) All existing Medicaid clients will be allowed a reasonable period of time to locate the necessary documents or tell the state where the documents are located.



INTRODUCING WITHINREACH (formerly Healthy Mothers, Healthy Babies)

Submitted by Ginny English, Executive Director and Victoria Fletcher, Board President, WithinReach

We are proud to announce an important milestone for our organization – a new name! As the scope of our work has grown, the name Healthy Mothers, Healthy Babies has become a limiting factor for us. While we are still very focused on maternal-child health, our impact has grown to include the health and well - being of the whole family. Our goal was to choose a name that is more inclusive.

Our new name reflects the breadth and relevance of our work. It is a name that encompasses all that we do to help ensure the health of Washington families. From now on we will be called **WithinReach**. Our tagline will read *essential resources for family health*. We are very excited about this change and it is wonderful to finally be able to share the news with you, our community of loyal friends and supporters.

Our services and programs, listed below, will continue to operate as before. One change to be aware of is that the name of the maternal-child health hotline has changed to **Family Health Hotline**.

It is also important to note that health education and outreach publications bearing our old logo will continue to be used until supplies run out; the process of creating materials with our new logo will be a gradual effort. Hence, it will be a matter of time before all of our publications fully reflect our new brand.

The goals of our organization have not changed. We will continue as we have for the last 18 years to improve the health of all families in Washington State. We are proud of our history as HMHB and excited for our future as WithinReach.

Thank you for your ongoing involvement and support as we work to bring essential health resources within reach for all Washington families.

POSTSCRIPT:

WithinReach produces health education and outreach materials that empower parents to create safe, healthy homes for their families. WithinReach develops these materials in collaboration with health care professionals, community members, and the Washington State Department of Health.

All outreach and education materials are free for providers in Washington State. To order, visit http://www.withinreachwa.org/forprof/materials/materials_index.php or call 1-800-322-2588.



DSHS PROGRAMS AVAILABLE FOR UNDOCUMENTED INDIVIDUALS

Submitted by Mary Wood, Office Chief, Eligibility Policy and Community Education (EPACE), DSHS

The medical coverage that DSHS offers is limited for individuals who are undocumented. DSHS offers the following 3 programs:

CHILDREN'S HEALTH PROGRAM (CHP) – for children under the age of 18 with family income of less than 100% of the Federal Poverty Level. The flyer on the CHP web-site gives you details about filing an application: <http://fortress.wa.gov/dshs/maa/eligibility/ChildrensHealth/English%20Comm%20flyer.doc>


ALIEN EMERGENCY MEDICAL – is available for individuals who have **an emergent condition** and are eligible for one of our Medicaid programs. This means they are either a child (under age 19), an adult with dependent children (TANF-related) or aged (age 65), blind or disabled. The only reason we would not approve Medicaid is because the client does not meet the citizenship requirement. Treatment is limited to the emergent condition and cases are certified for only 3 months. Applications can be completed and returned to the local CSO office.

PREGNANCY MEDICAL – Women who are pregnant and ineligible for Medicaid due to their citizenship status can receive medical. The income standard is at 185% of the FPL and there is no asset test. Applications can be returned to the local CSO.

If someone is having trouble getting assistance and they are eligible for a program, you may always contact the Regional Representative at HRSA that services the area where the client lives. Below is the list of Regional Representatives.


REGION 1

(Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens and Whitman Counties)

Region 1	Mary Beth Ingram	(360) 725-1327	ingramb@dshs.wa.gov	
----------	------------------	----------------	--	---


REGION 2

(Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla and Yakima Counties)

Region 2	Joanie Scotson	(360) 725-1330	scotsjk@dshs.wa.gov	
----------	----------------	----------------	--	---


REGION 3

(Island, San Juan, Skagit, Snohomish and Whatcom Counties)

Region 3	Kathy Johansen	(360) 725-1321	johankj@dshs.wa.gov	
----------	----------------	----------------	--	---


REGION 4

(King County)

Region 4	Joanie Scotson	(360) 725-1330	scotsjk@dshs.wa.gov	
----------	----------------	----------------	--	---


REGION 5

(Pierce and Kitsap Counties)

Region 5	Carole McRae	(360) 725-1250	mcraeca@dshs.wa.gov	
----------	--------------	----------------	--	---

REGION 6

(Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Klickitat, Lewis, Mason, Pacific, Skamania, Thurston & Wahkiakum Counties)

Region 6	Cathy Fisher	(360) 725-1357	fishectl@dshs.wa.gov	
----------	--------------	----------------	--	---

THE DEPARTMENT OF EARLY LEARNING

Submitted by Roger Long, Special Assistant, Provider Relations and Licensing Operations, Department of Early Learning.

On July 1, 2006, the new Department of Early Learning (DEL) was formed. DEL was formed as a result of legislation passed in the 2006 state legislative session. The bill, Substitute Senate Bill 2964, was titled "Creating a Department of Early Learning."

The new Department is a merger of:

- The Division of Child Care and Early Learning, formerly part of the agency within DSHS that licenses child care centers and family homes;
- The Early Childhood Education and Assistance Program (ECEAP), which used to be part of the Department of Community Trade and Economic Development, and;
- The Early Reading Initiative, formerly part of the Office of the Superintendent of Public Instruction.

Staff from the Governor's Early Learning Council (ELC) and DEL will continue to work closely together.

The ELC, created through separate legislation, is developing recommendations for a voluntary quality rating and improvement system (QRIS) and tiered reimbursement for child care providers.

You can get more information about the ELC at their website: <http://www.washingtonlearns.wa.gov/el/>

The workers who authorize Working Connections Child Care (WCCC) are another important part of Washington State's child care system and are still part of DSHS. WCCC is the child care subsidy program that helps low and moderate-income parents who are working or looking for work, pay for child care.

One of the things required in the bill that created DEL is a report to the Governor and legislature. Among other things, the report must include a recommendation on whether some or all WCCC workers will move to DEL. The report is due on November 15, 2006.

There's more about the Department of Early Learning at our temporary website, www.del.wa.gov. We'll have a new and improved site up and running in the next few months.

ONLINE RESOURCES

Submitted by Joan Brewster, Director, Public Health Systems Planning & Development, DOH

We are pleased to announce that the **Directory of Washington State Governmental Public Health Organizations and Tribes** is now available online. The web format will allow for quick and easy access to contact information. It will also provide the option of a printable version of the directory.

www.doh.wa.gov/phdirectory



With this new format, we hope to assure access to the most current contact information to increase efficiency by electronic submission of updates. Updates to both web and print will be done simultaneously on regular basis.

Each organization published in this site selects the members and contact information listed. Please submit changes for your organization through the directory website, using the contact e-mail address as prompted there phdirectory@doh.wa.gov. We will follow up to confirm these with a contact person in your administrative offices.

If you have any questions regarding the directory, please contact the office of Public Health Systems Planning and Development at (360) 236-4085 or phdirectory@doh.wa.gov.



First Steps DSHS staff in Olympia have moved into a new building. As part of the consolidation process, the separate First Steps PO Box 45730 has been retired!

Immediately, please use the following address for all mail sent to:

- First Steps Childcare
- First Steps Infant Case Management
- First Steps Clearinghouse

**P.O. Box 45530
Olympia, WA 98504-5530**

EDITOR’S NOTE: *The following graphic first appeared in the ABC’s training materials and was recently updated for reprint in the First Steps manual.*

INTERDISCIPLINARY/INTERAGENCY MODEL OF CARE

This graphic illustrates the circle of service a First Steps client can participate in during the time MSS/ICM services are provided. Since linkage to systems is a critical part of the First Steps mission, the First Steps agency and its employees need to make contact with other service providers involved in the client’s life.

